

Request for Proposals (RFP)

Experience of Care Surveys For Maryland Nursing Homes MHCC 11-001

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The above-entitled Pre-Bid Meeting was convened on Tuesday, February 9, 2010, at 11:06 a.m., at the offices of Maryland Health Care Commission (MHCC), 4160 Patterson Avenue, Baltimore, Maryland 21215.

MHCC Staff:

Sharon M. Wiggins, Procurement Officer

Carol Christmyer, Contract Monitor

Bruce Kozlowski, Director, Centers for Health Care Financing and Health Policy and Long-Term Care and Community Based Services

MS. WIGGINS: Good morning everyone. I'm Sharon Wiggins, the procurement officer for the Maryland Health Care Commission. I would like to take this time to thank you for attending the pre-bid conference "Experience of Care Surveys for Maryland Nursing Homes", RFP number MHCC 11-001. I have on my right Carol Christmyer. Carol is the contract monitor for this solicitation. To her right is Bruce Kozlowski. Bruce is the director for health care finance. We will start the pre-bid conference with Carol giving an overview of the RFP.

MS. CHRISTMYER: The issue date of the RFP was February 1st; responses are due March 5th at 4 p.m. For your convenience, we show on the screen the solicitation which is also on our website. The Contract term is July 1st, 2010 to June 30th, 2013 with a one year option period. The purpose of this solicitation is to conduct annual surveys of the experience of families/responsible parties or residents of nursing homes and produce reports of survey results suitable for public report. Each year the commission will determine the surveys to be conducted and the results of surveys will be incorporated in the long term care website. Key activities to be performed by the contractor begin on page eleven, section 4.0 Scope of Work. I will highlight a few of them:

1) Pre-survey activities include communicating with the providers of surveys to get the information needed to determine who the residents and responsible parties are; determining and selecting a sample; formatting and printing of the survey;

2) Conducting the survey. These activities include printing and distributing the survey, tracking survey responses, implementing a follow up with survey recipients to maximize response rate, and responding to questions from survey recipients and nursing home personnel as needed.

3) Entering and transmitting data for further analysis

4) Conducting analysis of responses where applicable.

5) Production and distribution of individual agency and statewide reports suitable for posting on the website for consumer use

6) Production of an analytic and methodological report.

The work effort may also include periodic meetings with stakeholder groups, the Commission, or other meetings as directed by the contract monitor. We don't anticipate there will be a whole lot of need for meetings.

Finally, I would like to point out to you that the financial proposal worksheets were not well defined in the RFP. Note that they start on page 59 through 62. We ask that all proposals include these worksheets so that we have comparable information from all vendors. The appendix designation was left off of those pages in the RFP; they should be designated as appendix B. Are there questions?

MR. KOZLOWSKI: Speak loudly, state your name and state the company you are with for the record.

MS. ALLDREDGE: Elham-Eid Alldredge, president of REDA International, Inc. The first question I have is do you have a page limit on the proposal?

ANSWER (Ms. CHRISTMYER): No, brevity is appreciated while addressing each of the areas in the scope of work.

MS. ALLDREDGE: There is mention of stakeholder meetings in the RFP. Do you anticipate or can you give us an estimate so we can budget for the meetings? I assume they are going to be in Baltimore.

ANSWER (MS. CHRISTMYER): Yes, that is specified in the RFP. We were estimating up to ten hours a year. Some years there will be no need for meetings; in other years meetings could be necessary.

MR. DHODA: I have a question. Sagar Dhoda, Social Dynamics, LLC. We already know you're open to the kind of methodology. I just want to make sure; I mean does the state even entertain random sampling?

ANSWER (MS. CHRISTMYER): In the past we've done a census sample because that has given us the numbers we need to get an adequate response rate. I don't anticipate that that will change, but it could. There are some large nursing homes where we could do sampling.

ANSWER (MR. KOZLOWSKI) For purposes of the proposal we're not going to change the protocol and you need to put it as it's listed in the proposal.

MS. SATOR: Allison Sator with the 2020 Company. Who is the current incumbent that's doing this work now?

ANSWER (MS. CHRISTMYER): The current contractor is Market Decisions, LLC.

MS. ALLDREDGE: Elham-Eid Alldredge, REDA International. Are you able to tell us what the budget was?

ANSWER (MR. KOZLOWSKI): Not a budget. We can tell you what the expenditures were.

ANSWER (MS. CHRISTMYER): The cost of the current contract averaged 250,000 annually, however I would like you to be aware that the scope of the work proposed in this solicitation is not the same as the scope of work for that contract. Because that contract involved survey development in the early years, that was considerable analytic work, changes to the survey. We anticipate minor changes, if any, in future years.

ANSWER (MR. KOZLOWSKI): Let me give you one other perspective. The state of Maryland has a two billion dollar deficit. We've already gone back to each of our contractors and asked them to reduce what is their current contract amount so I am going to suggest that you be sensitive to the fact that there's a two million dollar budget deficit.

MS. ALLDREDGE: Elham-Eid Alldredge from REDA. Can you tell us a little bit about the MBE requirements?

ANSWER (MS. WIGGINS): This contract has a 25 percent MBE requirement. All MBE subcontractors must be MDOT certified. You can find those vendors at the MDOT website www.mdot.maryland.gov. Contractors must be certified at the time of the proposal submission.

MS. ALLDREDGE: And should the MBE company decide to be the prime?

ANSWER (MS. WIGGINS): You're still required to have a 25 percent MBE subcontractor.

TELEPHONE PARTICIPANT: Could you repeat the question and answer again?

ANSWER (MS. WIGGINS): The question was if the prime contractor is MBE certified, what are the requirements for the subcontractor. The answer to that question is if the prime is MBE certified, then a MDOT certified subcontractor must also be added to that contract to meet the required goal.

MS. ALLDREDGE: On the previous contract was there an MBE requirement and if so, who is the MBE?

ANSWER: We don't have that information with us, we will provide in the written response.

MR. WALSH: Kevin Walsh, ACS. Will you be posting the attendees that are in the room?

ANSWER (MS WIGGINS): That will be posted to the website. We'll also post it on the commission website, hopefully by Friday.

MS. ALLDREDGE: Can we still submit written questions?

ANSWER MS. WIGGINS: We will take additional questions until next Tuesday. E-mail those questions to my attention. The address is located on the summary sheet.

MR. WALSH: Would it be possible to see the existing scope of work from the incumbent or the survey or redacted contract of some sort? That would help.

ANSWER (MS. CHRISTMYER): The survey is on our website. If you go to www.MHCC.Maryland.gov, select the consumer portal, then nursing home guide (we're showing it in the room right now), you can access the nursing home guide and three gray bars. The middle bar goes to the actual survey, what a statewide report looks like. The statewide report is the scope of work; there are also individual facility reports, you can select a county and get a list of the nursing homes in the county and their scores.

ANSWER (MR. KOZLOWSKI) That answer is the utility for purposes of your question in the written proposals; the scope of work from the last RFP will be extracted and included in the amendment that will be posted.

MR. WALSH: I know there's a link to the actual survey to pilot survey results in the RFP. It would be helpful if you could go to the link you're looking at in the room as an answer to the question; that would be great.

ANSWER: showed the link on the MHCC website

MS. ALLDREDGE: Elham-Eid Alldredge, REDA International. The previous contract was a pilot, at least that's my understanding. But you still went ahead and did a census of all of the residents in these nursing homes; is that correct?

ANSWER (MS. CHRISTMYER): The previous contract was a pilot only in the first year. The other years were survey years.

MS. ALLDREDGE: So the response rate that they mentioned in the report, is that for both of the years or just the final, not the final but the actual...?

ANSWER (MS. CHRISTMYER): The report that is up there now is the report from 2008; we will be posting 2009 soon. It shows response rates from that year. The 2007 survey year response rates were very similar.

There were no further questions.

MS. WIGGINS: Let me just take a moment to go over some of the contract submission requirements. First, I'd like for everyone to follow the format outlined in this RFP. There are certain things that are required to be submitted with the technical proposal. Those items are outlined in the RFP in Part 2, section 2.2. Please be mindful that the MBE attachment A must be submitted with your technical proposal. If you fail to comply with that requirement your proposals will be returned with the financials unopened. MBE attachment B must be included in your financial proposal. Failure to submit the required MBE documents with their respective proposals as required will deem the proposal nonresponsive and they will be returned. The MHCC will not accept late proposals. We're requesting an original plus 7 copies. There is a living wage requirement affidavit that is required in this solicitation. Vendors that fall under

the livening wage requirement will be required to submit to the payroll information to the Department of Labor and Licensing records for employees working of state contracts.

There were no additional questions. The conference adjourned at 11:26 a.m.